



STATE OF WASHINGTON

DEPARTMENT OF LICENSING

**COLLECTION AGENCY BOARD
MEETING MINUTES
REGULAR BOARD MEETING**

DATE: September 17, 2020

TIME: 10:00 a.m.

LOCATION: Teleconference

MEMBERS PRESENT: Fred Wade, Chair
Scott Kinkley, Member
Mari Neubauer, Member
Mark Case, Member
Dirk Bunker, Member

STAFF PRESENT: Rick Storvick, Administrator
Kimberly Hall, Administrative Assistant
Grace Hamilton, Investigator
Julie Konnersman, Management Analysis
Elizabeth Lagerberg, Advising AAG
Geoffrey Allen, Prosecuting AAG

GUESTS PRESENT: None

OPEN SESSION

1. Call to Order 10:06 a.m.

1.1 Introductions

Kim Hall conducted a roll call and all Board members and listed staff were present.

1.2 Order Of Agenda

MOTION: Mr. Bunker made a MOTION to accept the agenda as presented. Mr. Case seconded the MOTION and it passed.

1.3 Approval of Draft Minutes: September 24, 2019, March 20, 2020 & June 18, 2020.

MOTION: Mr. Kinkley made a MOTION to accept the minutes as presented. Mr. Bunker seconded the motion and it passed.

1.4 Review Communication
None

2. New Business

2.1 Welcome New Board member

Mr. Storvick welcomed Mr. Wade the new Board Chair. Mr. Wade joined DOL in 2014 as the Director of Performance and Accountability. He leads the agency's functions of Data Management, Internal Audit, Research and Analysis, and Strategic Planning and Performance Management. He has served in the military and has previous experience working with boards in non-profit healthcare.

2.2 NACARA Annual Meeting Update

Ms. Hamilton discussed the virtual NACARA Annual meeting. It will be virtual due to the pandemic. Any board member is welcome to attend. An agenda for the virtual meeting will be sent out soon. NACARA anticipates scheduling the 2021 annual meeting in Nashville on a date to be determined.

2.3 2021 Meeting Schedule

Ms. Hall scheduled the upcoming year's meetings with the Board. April 15, 2020 and September 16, 2020 both starting at 10 a.m.

2.4 Permanent Rule Making

Mr. Storvick updated the Board on the status of the permanent rule making. The committee is being formed with Board members and subject matter experts. The meetings will be open to the public to listen in on while the committee works on the rule language. Details regarding the rule making meetings will be posted to the program website prior to meetings. Once the committee completes drafting language it will be presented to the board at a special meeting prior to filing the CR102 which will establish details for a public hearing regarding the draft language.

3. Old Business

4.1 Review Action Item List

Ms. Hall discussed the action item list.

4. Complaint Cases for Review

4.1 Administrative Closures Report

Ms. Hamilton discussed the closed cases. Due to the April meeting being cancelled because of Covid-19, the case breakdown of administratively closed cases was: 10 - no jurisdiction, 33 - no violation, 3 - reviewed by case managers and 10 - withdrawn/error for a total of 56 for the year. By next meeting a case closure report should be available for review.

5. Legal Issues for Deliberation

5.1 Orders to Be Presented

5.1.1 Case No. 2018-01-0904-00COL

Agreed Order- Accelerated Collection Service

Mr. Allen presented an agreed order for Case No. 2018-01-0904-00COL dealing with unprofessional conduct under RCW 18.235.130(8) and violations of RCW 19.16.250(11), for actions associated with sending a letter that a negative credit report may be submitted to a credit reporting agency if the Complainant failed to cooperate with the letter, and continued to pursue the collection activity after the Complainant provided documentation disputing the collection claim. Such unprofessional conduct is grounds for sanctions pursuant to RCW 18.235.110.

- Based on the preceding Procedural Agreements, Agreed Findings of Fact and Conclusions of Law, Respondents and the Program agree to entry of the following order:
- The collection agency license of the Accelerated Collection Service is hereby reprimanded.
- The Respondent is assessed a fine of \$2000 to be submitted to the Department within four (4) months.

Mr. Kinkley made a MOTION to accept the agreed order. Mr. Case seconded the MOTION and it passed.

6. Disciplinary & Investigation Items

None.

7. Assistant Attorney General's report

None.

8. Board Administrator's Report

None.

8.1 Program Operations

Mr. Storvick reported staff have been working from home since the middle of March. Staff will continue to work from home until the middle of next year.

8.2 Licensing and application update

Mr. Storvick provided an update with the fee change. The fee change was set by the department. Any comments were submitted to Policy and Legislative Office of DOL.

8.3 Department of Licensing

Mr. Storvick updated on the new system, Polaris. The system is now completely rolled out. It has not impacted Collection licensing since that is done through DOR. The system does help with complaints, those are now able to be submitted online.

8.4 Other Items

None.

9. Other Business

9.1 Action Items from this meeting

- Review Governor Proclamation on garnished wages.
- Schedule Special board meeting

9.2 Agenda Items for Next Meeting

- Permanent rule making

10. Public Comment Opportunity

None.

11. Adjournment: 10:48 a.m.

Approved by:



Rick Storvick, Program Administrator

10/8/20

Date



Fred Wade, Chair

10/8/20

Date